

**HUMAN RESOURCE ENTERPRISE
CUSTOMER COUNCIL MEETING
Grimes North Conference Room
February 4, 2004 at 1:30 p.m.**

Agenda Item	Notes
Member's Present:	Nancy Richardson, Chair-Transportation, Ron Pothast-Civil Rights, Bill Snyder-Judicial, Bill Gardam-Human Services, Roger Stirler-Education Karen Sinclair-Treasurer, Lance Noe-Drake, Bev Schmeling-Public Safety
Member's Absent:	John Craig, Vice-Chair-AFSCME, Dean Lerner-Inspections and Appeals, and Penny Westfall-Law Enforcement Academy, Cindy Morton-Revenue
Other Attendees:	Nancy Berggren-DAS-HRE, Ed Holland-DAS-HRE, Dave Werning , Inspections and Appeals and Patti Allen, DAS-Adm., Carol Stratemeyer, DAS-Adm., Shane Shook, AFSCME, Barbara Kroon, DAS-HRE and Cindy Fardal-Revenue
Opening Remarks:	<ol style="list-style-type: none"> 1. Chairperson, Nancy Richardson called the meeting to order. 2. Roger Stirler, made the motion to approve the minutes from the December 17, 2003 meeting and Bill Snyder 2nd the motion. 3. The motion carried and the minutes were approved.
Complaint Resolution Process	Nancy Berggren distributed the language in the DAS rules regarding the complaint process. After discussion, the Council requested that HRE propose a complaint process for discussion at the next meeting. That proposal should reference the complaint processes that are already available to employees.
Communications Update:	Patti Allen discussed the preparation and distribution of the rate packages. On February 12 th , there will be a joint meeting of all the customer councils. The purpose of that meeting will be to distribute the rate package for input and comments before the rates are distributed to departments. On February 18 th there will be a meeting of Department Directors and their financial officers to distribute rates and discuss how the 3 customer councils determined the service packages and the rates. After discussion it was decided that the meeting should be held on February 20 th instead of the 18 th to better accommodate everyone's busy schedule.
Business Plans	Nancy Berggren distributed a draft HRE Business Plan for FY 06. The plan is formatted after the DMACC Business Plan Model. Thanks to Barbara Kroon for spending significant time in compiling the report. Each chapter in the draft report is completed except the chapter on financials. Denise Sturm will have preliminary expense totals to the customer council in late March. Nancy Richardson recommended that the Council review the material, then discuss at the next Council meeting. At that time, the Council could discuss next steps.
Topics for next meeting:	<p>The Council decided that they should reserve time for monthly meetings beginning in March. The monthly meeting will be scheduled the afternoon of the 1st Wednesday of each month at 1:30. This schedule will be adjusted as necessary. The Council requested that HRE put together a timeline for the Council that discusses when various phases of their work needs to be completed.</p> <p>Topics for the next meeting include:</p> <p>Review of Business Plan Complaint Resolution HRE Customer Council work timeline.</p>
Next meeting:	March 3, 2004, Lucas State Office Building, Room #418, Fourth floor.
Meeting Adjourned:	The meeting was adjourned at 2:30 p.m.